

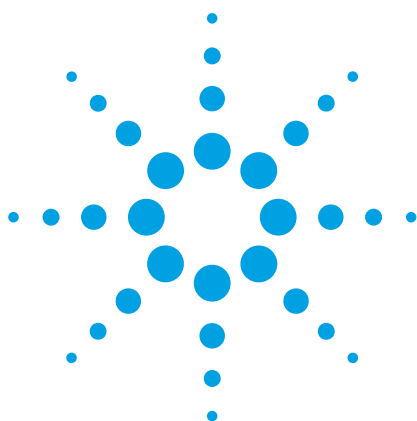
# Integrated Service Delivery Model



Improved laboratory efficiency and analyst productivity with a lab-wide instrument service program

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agreement  
call to report problems  
purchase order and invoice  
service manager  
point of accountability

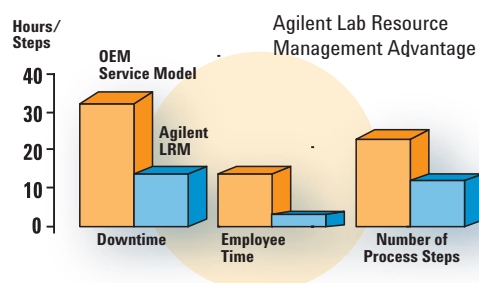


If you want to work more efficiently, control service costs and get the highest quality service on all your laboratory instruments, we have the solution.

Our Lab Resource Management Integrated Service Delivery Model:

- Places trained **Agilent service engineers and parts cache at your site**, ready to respond promptly to your service needs regardless of technique or manufacturer.
- Gives you **comprehensive reporting** on the service history and performance of all your covered instruments so you can make informed decisions.
- Offers flexible service levels so you have **just the coverage you need**—by site, laboratory, technique, or instrument brand.

- Assigns you an **Account Relationship Manager** who meets with you regularly to review priorities, recommend process improvements, and report Agilent's service performance.
- **Covers all your laboratory instrument service needs:** laboratory instrument maintenance, repair, compliance, business reporting, relocation, and much more.



Data from a typical LRM engagement. Agilent's Integrated Service Delivery Model significantly minimizes instrument downtime, reduces analysts' involvement in service events, and streamlines service processes when compared to the Original Equipment Manufacturer (OEM) model. The result—improved productivity and overall cost reduction.

**Reduce overall service costs by 15% or more!**



**Agilent Technologies**

**No other coverage gives you the benefits you get from Agilent's Integrated Service Delivery Model. . . while saving you money.**

Service Benefits	Agilent LRM Service Agreement	Consolidator/Aggregator Service Contract	Independent Service Organization Contract	Multiple Service Contracts with Original Equipment Manufacturers
<b>Special relationship</b> with trusted, certified on-site engineers who know you and your lab equipment	✓			
<b>Fast repair</b> using on-site parts cache	✓			
<b>Coverage on all your instruments</b> regardless of manufacturer or technique	✓	✓		
<b>Simplified administration</b> with just one contract and one point of contact for servicing everything in your lab	✓	✓		
<b>Flexible coverage</b> to meet your unique service requirements by site, lab, technique, brand	✓		✓	
<b>Asset tracking and service performance reporting</b> to help you manage your assets and clarify your service needs	✓	✓		
<b>Personal Account Relationship Manager</b> who reviews and continuously improves your service program	✓			
<b>Automated multi-vendor compliance system</b> that minimizes review and approval time, increases quality and eliminates paperwork	✓			
<b>Global service capabilities</b> that support optimal quality and best practices at all your sites worldwide	✓			✓

### We focus on what's right for you.

Our innovative Lab Resource Management approach applies our 40 years of leadership in instrument design, laboratory operation, business processes, and regulatory compliance. Agilent LRM helps you remain competitive, stay compliant, and maintain a high standard of analysis by tailoring a lab-wide instrument service management solution to your unique environment.

### Our service engineers are among the most highly trained in the industry

In state-of-the-art development and training facilities, our service engineers are trained and certified in preventative maintenance, repair, and compliance procedures, using Agilent equipment as well as instruments from other leading manufacturers. These facilities also provide timely support, if needed, for Agilent service engineers working at your site.

**Call today** to learn how you can benefit from Agilent's Lab Resource Management program.

1-800-227-9770 (in the U.S. and Canada)

Or visit [www.agilent.com/chem/LRM](http://www.agilent.com/chem/LRM)



**Step up to Agilent-quality service on all your instruments, in all your laboratories.**

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